

received
11/1/06

SUNNY SKY AND RAINBOWS, INC.
43 ST. PAUL STREET
DRACUT, MA 01826
978-957-5045.

October 31, 2006

Jani-King of Boston, Inc.
6 Lincoln Knoll Lane, Suite 104
Burlington, MA 01803

Dear Jani-King of Boston:

RE: Customer Number: 129020

After reviewing the work that has been performed since we took over this business and the fact that we have not had anyone come in to review the work being done since we purchased this location back on January 1, 2005, which was supposed to be done per the contract, we have decided to look at getting another cleaning service. This letter is to formally communicate to you in writing of our desire to terminate your cleaning service with our daycare location of Over The Rainbow at 6 Washington Street, North Reading MA. This will serve as our 30 day written notice and therefore means that your service and billings should stop on November 30, 2006. If you have any other questions or need anything else from us please let us know as soon as possible.

Thank you,

Kathleen Ronan
President



Brian Ronan

Treasurer

Sunny Sky and Rainbows, Inc.

Owners of:

Over The Rainbow

6 Washington Street

North Reading, MA 01864

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JANI-KING OF BOSTON, INC.
Archived Customer Service Calls

Printed By: dawn

5/1/2007
2:37:16 PM

Customer #: 129003		Customer Name: AUTOMATION SOLUTIONS				
Phone: (617) 896-1726		Fax: (617) 542-4446				
Contact: JOHN BRADY		Ops Mgr: S	Clean Times: per W			
Time/Cust	Status	Spoke With	Initiated Action	Call Back	Type	Comment
11/30/2004 12:55:48 129003	Contacted		JK		Cancellation	Cancel 12-17-04--> bbailey
11/30/2004 07:11:51 129003	Contacted		Cust		Pending Cancellation	Received letter to cancel It said they are moving on 12-17 snf will not need our services at the new location.--> bbailey
11/9/2004 08:52:12 129003	Contacted	Bill	JK		Follow Up	(It was not our FO, but she went in and took care of it.)--> bbailey
11/8/2004 07:57:57 129003	Contacted	Bill	JK	11/9/2004	Complaint	The trash was just tossed out of the elevator. She needs to con=me and pick it up--> bbailey
11/2/2004 10:04 AM 129003	Other		JK		Fax-A-Comment	Fax-A-Comment Fax no: 1 (617)542-4446 Attention: JOHN BRADY --> bbailey
11/2/2004 09:57:12 129003	Left Msg		JK		Regular	--> bbailey
10/6/2004 10:37 AM 129003	Other		JK		Fax-A-Comment	Fax-A-Comment Fax no: 1 (617)542-4446 Attention: JOHN BRADY --> bbailey
10/6/2004 10:15:26 129003	Left Msg		JK		Regular	--> bbailey
9/3/2004 08:56:01 129003	Contacted	John	JK		Regular	Everything is ifne.--> bbailey
8/6/2004 08:21:30 129003	Contacted	John	JK		Regular	Everything is fine.--> bbailey
7/7/2004 8:43 AM 129003	Other		JK		Fax-A-Comment	Fax-A-Comment Fax no: 1 (617)542-4446 Attention: JOHN BRADY --> bbailey
7/7/2004 08:40:05 129003	Left Msg		JK		Regular	--> bbailey
6/3/2004 08:06:51 129003	Contacted	John	JK		Regular	Everything is fine--> bbailey
5/6/2004 8:53 AM 129003	Other		JK		Fax-A-Comment	Fax-A-Comment Fax no: 1 (617)542-4446 Attention: JOHN BRADY --> bbailey
5/6/2004 08:46:16 129003	Left Msg		JK		Regular	--> bbailey
4/6/2004 09:36:25 129003	Contacted	John	JK		Regular	Everything is fine.--> bbailey
3/4/2004 08:27:22 129003	Contacted	John	JK		Regular	Everything is fine.--> bbailey
2/4/2004 10:36:32 129003	Contacted	John	JK		Regular	Everything is fine.--> bbailey
1/7/2004 13:32:57	Contacted	John	JK		Regular	Everything is fine.--> bbailey

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10:38:15 398001	Contacted	Scott	JK	12/6/2004	Regular	Will let her know I called.--> bbailey
11/4/2004 09:17:27 398001	Contacted	Susie	JK		Regular	Going fine just get Washer and drier wiped down, and RR under soap dispensers are moldy--> bbailey
11/3/2004 13:41:51 398001	Contacted	Susie	JK	11/4/2004	Regular	Call tomorrow between 10-2--> bbailey
10/7/2004 08:43:29 398001	Contacted	Susie	JK		Regular	Things are fine. (Young girl coming in there?)--> bbailey
9/8/2004 08:41:38 398001	Contacted	Susie	JK		Regular	Things are fine.--> bbailey
8/11/2004 07:58:53 398001	Contacted	Kristin	JK		Regular	Will let her know I called.--> bbailey
8/10/2004 08:04:58 398001	Contacted	Beth	JK	8/11/2004	Follow Up	She will let her know I called.--> bbailey
8/9/2004 08:33:10 398001	Contacted	Susie	JK	8/10/2004	Complaint	Looks better, but the woman with her brought in children.--> bbailey
7/22/2004 08:07:01 398001	Contacted	Raul	JK	87%	Inspection	--> bbailey
7/8/2004 08:47:02 398001	Contacted	Susie	JK		Regular	Things are good.--> bbailey
6/11/2004 09:02:47 398001	Contacted	Raul	JK	96%	Inspection	--> llaudenslager
6/7/2004 09:14:48 398001	Contacted	Susie	JK		Regular	going well, but dust more.--> bbailey
6/4/2004 10:23:49 398001	Contacted	Mike	JK	6/7/2004	Regular	Will let her know I called--> bbailey
5/10/2004 09:29:54 398001	Contacted	Susie	JK		Regular	Going fine. Just make sure to put everything back in RR.--> bbailey
5/6/2004 12:56:25 398001	Contacted	Kyle	JK	5/10/2004	Regular	Will let her know I called.--> bbailey
4/9/2004 13:21:32 398001	Contacted	Raul	JK	89%	Inspection	--> bbailey
4/7/2004 08:44:34 398001	Contacted	Susie	JK		Regular	So far so good.--> bbailey
4/6/2004 10:51:32 398001	Contacted	Mike	JK	4/7/2004	Regular	Will let her know I called.--> bbailey
3/11/2004 10:52:33 129011	Contacted	Raul	JK	90%	Inspection	--> bbailey
3/11/2004 07:54:55 129011	Contacted	Susie	JK		Transfer	Trans from # 129 to # 398 3-9-04. Going great.--> bbailey
3/4/2004 07:30:32 129011	Contacted	Raul	JK	86%	Inspection	Not happy, wnat's new FO--> bbailey
2/10/2004 10:31:57 129011	Contacted	Bob	JK	92%	Inspection	--> bbailey
2/6/2004 08:31:32	Contacted	Mike	JK		Fax-A-	Will let her know I called.--> bbailey